

STATE OF MAINE
PUBLIC UTILITIES COMMISSION

Docket No. 1999-268

January 17, 2001

PETER J. KERN, ET AL
Request for Commission Investigation Into
Central Maine Power Company's Alleged
Frequent Power Outages and Poor Service
Quality in the New Gloucester Area

ORDER

WELCH, Chairman; NUGENT and DIAMOND, Commissioners

I. SUMMARY

We close this docket as the Complainants have reported that Central Maine Power Company (CMP) has satisfactorily addressed their service quality problems.

II. DISCUSSION AND DECISION

On April 22, 1999, Peter Kern and 10 other persons (Complainants) submitted a complaint pursuant to 35-A M.R.S.A. § 1302 asking the Commission to open an investigation into frequent power outages in the New Gloucester area of CMP's service territory. Representatives of CMP, the Public Advocate and Commission staff met with Mr. Kern to discuss the problems experienced and to review the various initiatives underway by CMP to improve service in this area.

In July 1999, the Complainants and CMP entered into a letter of understanding. They agreed that CMP would monitor the effect of certain improvements and identify any remaining problems. The Complainants agreed to report any problems through a specified phone number and both parties agreed to meet again if warranted. The Complainants also waived the nine-month deadline in 35-A M.R.S.A. § 1302.

Since early 1999, CMP has completed a variety of system enhancements affecting the New Gloucester area and conducted additional vegetative control measures. As a result, the Lead Complainant, Mr. Kern, has informed CMP that the complaint has been resolved satisfactorily. The Public Advocate also supports closing this matter. Therefore, the Commission will close this docket. The Commission appreciates the willingness of all parties to work cooperatively in addressing these service quality issues.

Dated at Augusta, Maine, this 17th day of January, 2001.

BY ORDER OF THE COMMISSION

Dennis L. Keschl
Administrative Director

COMMISSIONERS VOTING FOR: Welch
 Nugent
 Diamond

NOTICE OF RIGHTS TO REVIEW OR APPEAL

5 M.R.S.A. § 9061 requires the Public Utilities Commission to give each party to an adjudicatory proceeding written notice of the party's rights to review or appeal of its decision made at the conclusion of the adjudicatory proceeding. The methods of review or appeal of PUC decisions at the conclusion of an adjudicatory proceeding are as follows:

1. Reconsideration of the Commission's Order may be requested under Section 1004 of the Commission's Rules of Practice and Procedure (65-407 C.M.R.110) within 20 days of the date of the Order by filing a petition with the Commission stating the grounds upon which reconsideration is sought.
2. Appeal of a final decision of the Commission may be taken to the Law Court by filing, within 30 days of the date of the Order, a Notice of Appeal with the Administrative Director of the Commission, pursuant to 35-A M.R.S.A. § 1320(1)-(4) and the Maine Rules of Civil Procedure, Rule 73, et seq.
3. Additional court review of constitutional issues or issues involving the justness or reasonableness of rates may be had by the filing of an appeal with the Law Court, pursuant to 35-A M.R.S.A. § 1320(5).

Note: The attachment of this Notice to a document does not indicate the Commission's view that the particular document may be subject to review or appeal. Similarly, the failure of the Commission to attach a copy of this Notice to a document does not indicate the Commission's view that the document is not subject to review or appeal.